

शासकीय कामकाजासाठी mahaeoffice या
प्रणालीचा वापर करणेसंदर्भात कार्यपद्धती
(S.O.P.) निश्चित करण्याबाबत.

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मंत्रालय, मुंबई ४०० ०३२
दिनांक : ०९ नोव्हेंबर, २०२०

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प्रस्तावना:-

राज्य शासनाच्या शासकीय कामकाजात संगणकाचा अधिकाधिक वापर करून शासकीय कामकाज गतीमान व्हावे, कामकाजात सुसूत्रता यावी, दस्तऐवज सुरक्षित व माहिती त्वरेने व जलद गतीने प्राप्त होऊन निर्णय प्रक्रीया सुलभ व्हावी यासाठी मंत्रालयीन विभागामध्ये शासकीय कामकाजात ई-ऑफीस प्रणालीचा प्रभावीपणे वापर करण्याच्या अनुषंगाने मा.मुख्यमंत्री यांच्या अध्यक्षतेखाली दिनांक १० सप्टेंबर, २०२० रोजी बैठक संपन्न झाली. सदर बैठकीत मंत्रालयात ई-ऑफीस प्रणालीचा प्रभावीपणे वापर करण्याचा निर्णय घेण्यात आला आहे. त्याअनुषंगाने उपरोक्त संदर्भाधीन शासन निर्णयान्वये आदेश निर्गमित करण्यात आले आहेत. याकरिता मंत्रालयात ई-ऑफीस प्रणाली कार्यान्वित करण्यासाठी आवश्यक असलेली प्रमाण कार्यपद्धती (S.O.P.) निश्चित करण्याची बाब शासनाच्या विचाराधीन होती.

परिपत्रक:-

मंत्रालयात ई-ऑफीस प्रणालीचा प्रभावीपणे वापर करण्याचा निर्णय घेण्यात आला आहे. याकरिता एन.आय.सी.च्या ई-ऑफीस (URL) mahaeoffice1.maharashtra. gov.in या प्रणालीची अमंलबजावणी करण्याबाबत संदर्भाधीन शासन निर्णयान्वये आदेश निर्गमित करण्यात आले आहेत. त्याअनुषंगाने मंत्रालयात ई-ऑफीस प्रणाली कार्यान्वित करण्यासाठी आवश्यक असलेली प्रमाण कार्यपद्धती (S.O.P.) निश्चित करण्यात आली असून ती विवरणपत्र-अ (Annexure-1) प्रमाणे आहे. तसेच ई-ऑफीस प्रणालीसाठी प्रमाण कार्यपद्धती (S.O.P.) मराठीमधून निर्गमित करण्याची कार्यवाही करण्यात येत आहे.

ई-ऑफीस प्रणालीमध्ये काम करतांना काही तांत्रिक सहाय्य / प्रशिक्षणाची पुन्हा आवश्यकता भासल्यास माहिती तंत्रज्ञान विभागातील ई-ऑफीसशी संबंधित नोडल अधिकारी तसेच ई-ऑफीस सपोर्ट टीमकडे संपर्क साधावा.

सदर शासन परिपत्रक महाराष्ट्र शासनाच्या www.maharashtra.gov.in या संकेतस्थळावर उपलब्ध करण्यात आले असून त्याचा संगणक संकेतांक क्रमांक २०२०११०९१६५४०२६८११ असा आहे. हे परिपत्रक डिजीटल स्वाक्षरीने साक्षांकित करून काढण्यात येत आहे.

महाराष्ट्राचे राज्यपाल यांच्या आदेशानुसार व नावांने.

(स्वाती म्हसे-पाटील, भा.प्र.से.)

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विवरणपत्र-अ(Annexure-1)

Operational Guidelines for implementation of eOffice

Directorate of Information Technology, (DIT)

Government of Maharashtra

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1. Background

As per the Government Resolution published on 19th October 2020 by General Administration Department (GAD), eoffice will be implemented in order to increase efficiency, effectiveness and transparency of governmental transactions and processes. GR document also details out departments shortlisted for implementation of eoffice in first phase along with the roadmap for implementation.

1.1 About eoffice

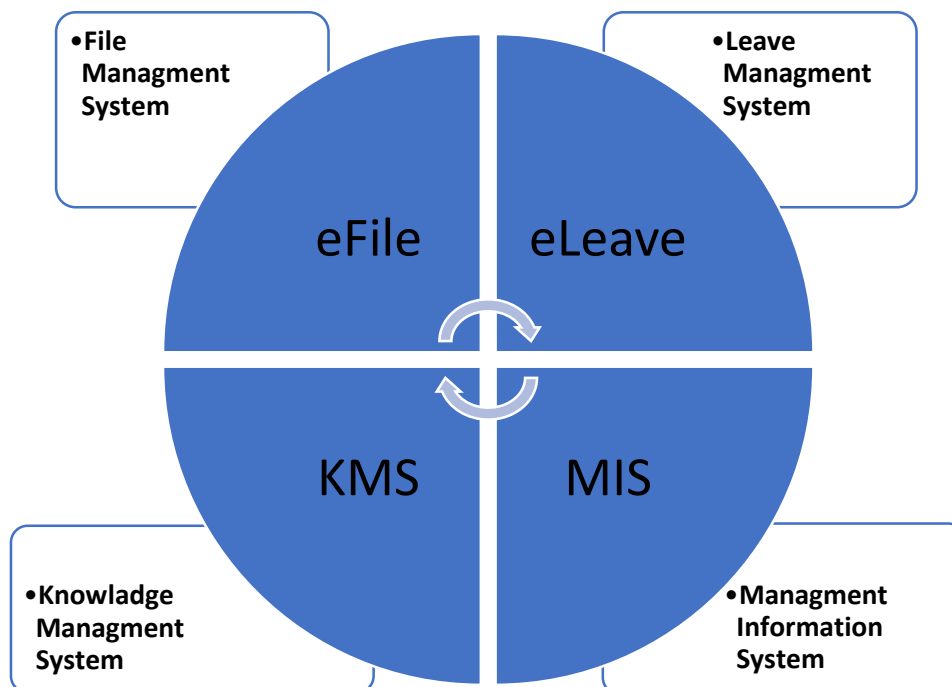
eoffice is a digital workplace solution developed by National Informatics Centre (NIC) which aims to usher in more efficient, effective and transparent inter-government and intra-government transactions and processes.

1.2 Benefits of eOffice:

- Enhance transparency
- Increase accountability
- Assure data security and data integrity
- Promote innovation by releasing staff energy and time from unproductive procedures
- Transform the government work culture and ethics

This document details out the guidelines for implementation of eoffice in all the departments/ sub-departments under Government of Maharashtra.

2.eOffice Module:

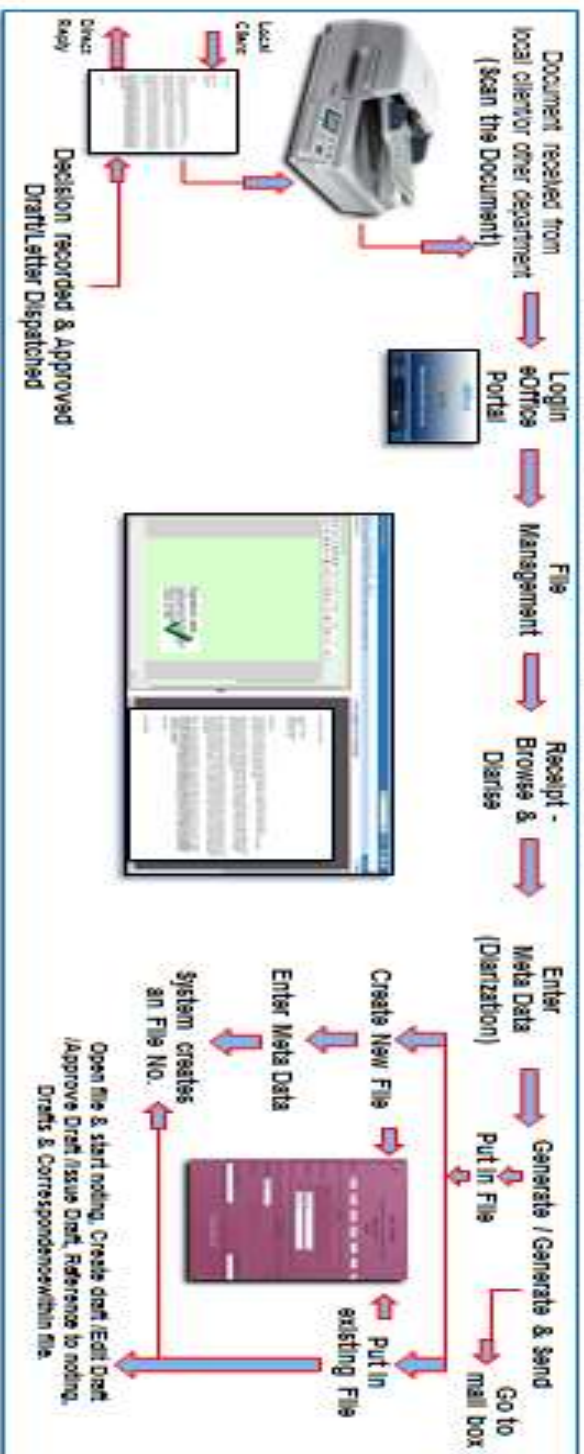


2.1 eFile Process Flow:

eOffice short process manual summary

Simplified, Accountable, Responsive, Effective, Transparent Electronic System

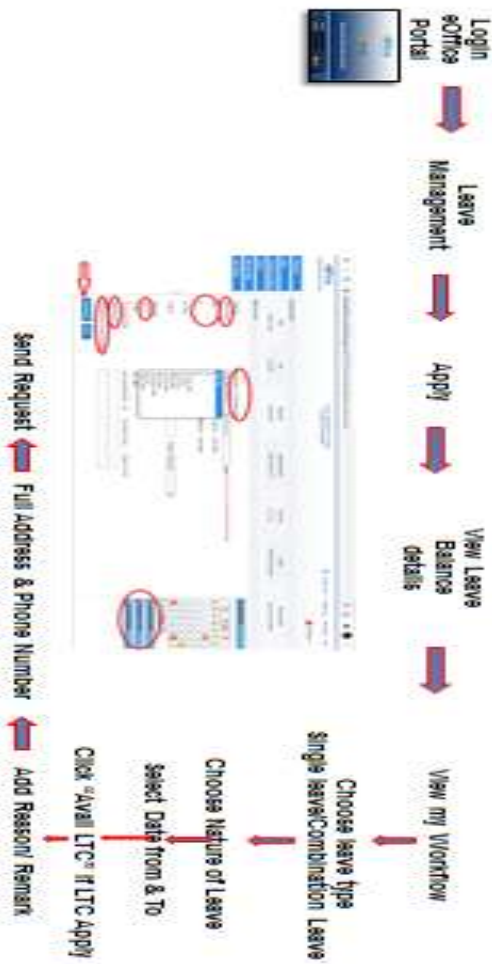
➤ First scan the document then login to the eOffice and follow the process.



Process Note

Scan the document - login eOffice portal - File management system - Receipt - Browse & Diarise - Enter metadata - Generate/generate & send - Generate - Put in File - Create Non SFS - Filled pink page details - Continue working - File - Completed - File open - CP side showing - Add green/yellow note - Send file.

eLeave short process manual summary



Process Note

Login eOffice portal - Leave management system - Apply - Choose leave type - Choose Nature of Leave - Select Date from & To - Add Reason/Remark - Full Address & Phone Number - Send Request

2.2 eLeave Process Flow:

2.3 KMS Process Flow:

Introduction:

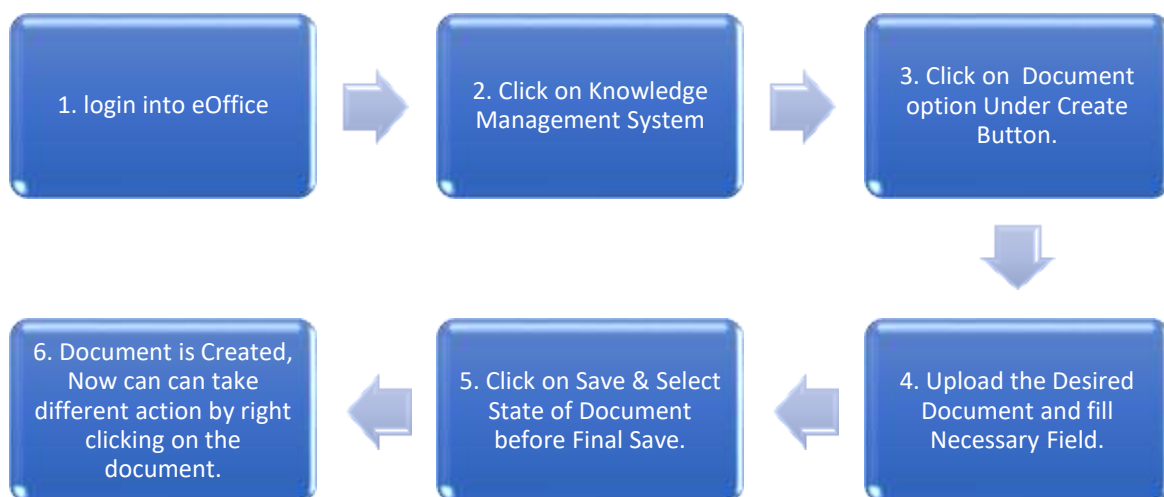
A well-designed knowledge management system promotes finding and sharing information easily. It organizes content in a logical way, and makes easy standardize content creation and presentation across an organization. It provides features at each stage of a document's life cycle, from template creation to document authoring, reviewing, publishing, auditing, and ultimately archiving.

Objective of KMS:

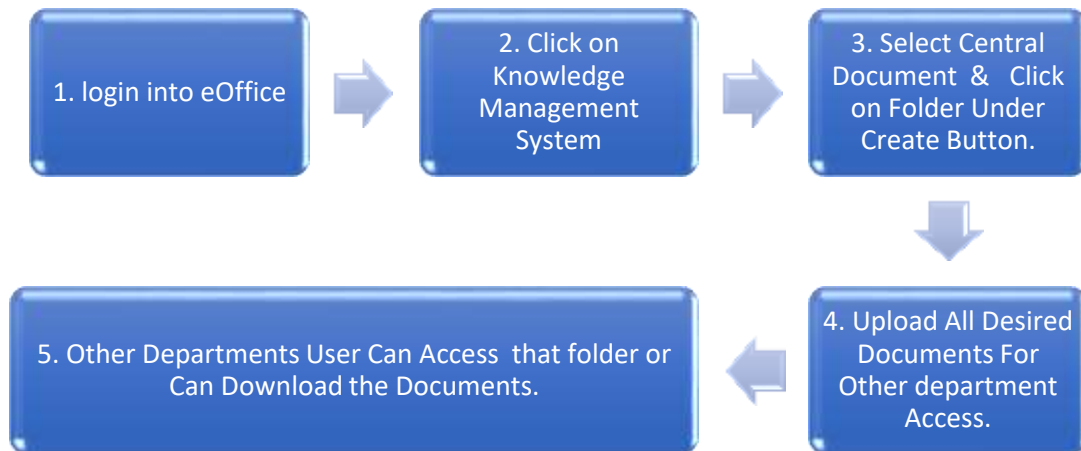
Under Government bodies, large volume of documents of various categories are managed and circulated. These documents can be Policies, Forms, Acts and Regulations, Office Order, Government regulation, Circulars, Guidelines etc. In former scenario, these large volumes of documents were maintained in hard copy and multiple copies were circulated among the various departments.

To address the above situations, eOffice KMS enables users to create and manage electronic documents that can be viewed, searched and shared. It is also capable of keeping track of the different versions of modified documents by different users (Tracking history). It also contains a dynamic workflow to keep document in various stages.

2.3.1 Process of Creation My Document in KMS:



2.3.2 Process to create Folder in Central Document:

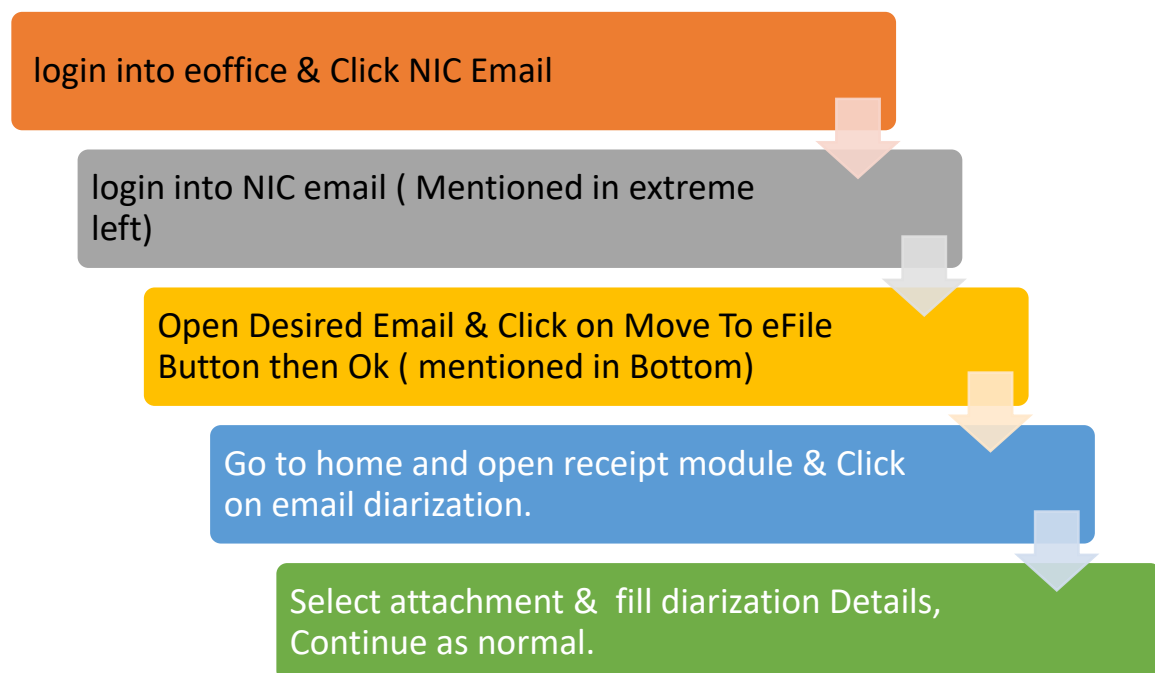


3. E-mail Diarization

Introduction: E-mail diarization features facilitate the eOffice user to fetch the letters or mails directly from the user's NIC mail id to receipt module under e-file.

Objective:

To receive maximum tapal into e-File application directly in order to save the user's time.

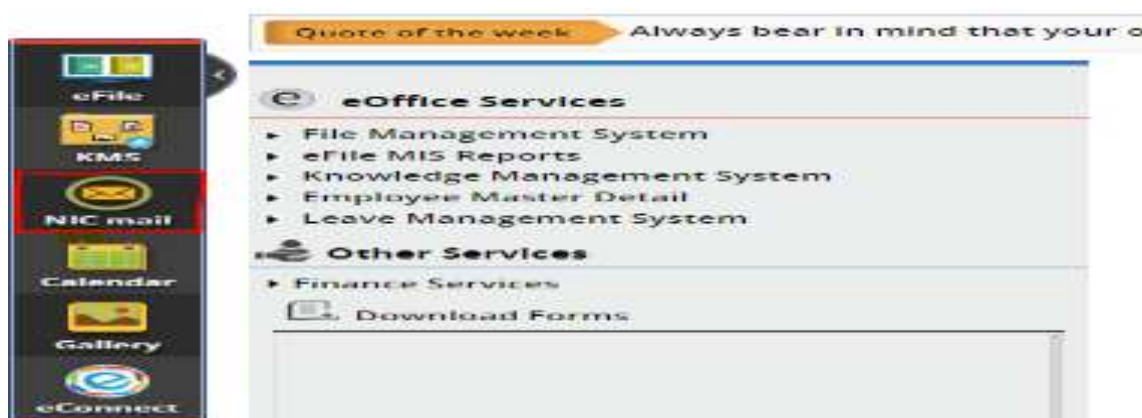


Note: To avail this facility user has to open their email IMAP port.

I. Login into eOffice through new interface

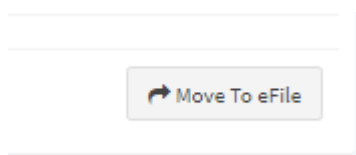


II. Click on NIC Email Icon



III. Insert your email Credential; it will lead to email Inbox. Open the desired mail and click on move to eFile.

	Sl. No.	To	Sender Name	Subject
<input type="checkbox"/>	1		no-reply@parichay.nic.in	PARICHAY (SSO Platform) OTP
<input type="checkbox"/>	2		no-reply@parichay.nic.in	PARICHAY (SSO Platform) OTP
<input type="checkbox"/>	3		evangelist@ntt-netmagic.com	NTT-Netmagic Mobile app An enhanced se
<input type="checkbox"/>	4		eforms@nic.in	Application Registration Number - IMAPPO by Coordinator(navare.sr@nic.in)



- IV. After clicking on Move To e-File, Go back and click on email diarization under receipt module.

- V. Click on desired receipt, Move attachment if available, Fill the other mandatory Details and move next as normal.

4. Process of eOffice Login:

4.1 Parichay (Single Sign Authentication)

Introduction: Parichay is developed by NIC and currently this is integrated by eOffice application. Parichay is Single Sign Authentication (SSO). This manual contains the Step-by-Step process of understanding how to login to Parichay with different ways of authentication. For any user logging in for the first time, this is an extremely helpful document. Once you understand the ways of login, you may refer to Parichay User Manual for understanding the entire application.

4.1.1 HOW TO LOGIN TO PARICHAY?

- Supported Browsers Internet Explorer/Mozilla Firefox or Chrome
- Put this URL: <https://mahaeoffice1.maharashtra.gov.in> into url bar (Mahaeoffice site will redirect into Parichay website for Authentication)
- Enter the credential (Username and Password). Username should be in the format of “userid@domainname” (Example: test@nic.in). You may select ‘Stay signed in’ checkbox to extend the session expiration time to 24 hrs (Default Parichay session expiration time is 12 hrs). Click ‘Next’.

- The user will be shown a Two-Step Authentication screen when logged in from non-remembered Device*. Select a Two-Step Authentication method such as OTP on Email, OTP on Mobile, Backup Code, Token Authentication, or TAP authentication to validate your credentials. And click ‘Next’.



HELP?

 **ARICHAY**
Single, Simplified, Safe

Two Step Authentication

Select one of the options and Click "Next"

-  OTP on Email
-  OTP on Mobile
-  Backup Code
-  TOKEN Authentication
-  TAP Authentication

NEXT 

[Login as Different user](#)

* Device is being identified by IP, Browser ID, and User-Agent

A) For OTP Authentication via. Mobile/Email

You can select either OTP on mobile or email. Enter 6-digit OTP received on your mobile/email

Powered by: **NIC** एन आई सी
National Informatics Centre

ARICHAY
Single, Simplified, Safe

OTP Authentication

OTP Authentication

OTP successfully sent to registered Mobile/GIMS 93XXXXXX45.

☐ Show OTP

☐ Don't ask me again on this Device

[Resend OTP](#)

NEXT ▶

[Login as Different user](#)

Click on NEXT Button then you can directly enter eOffice Portal

5. Scanning Guideline for external Files:

5.1 Prepare Documents:

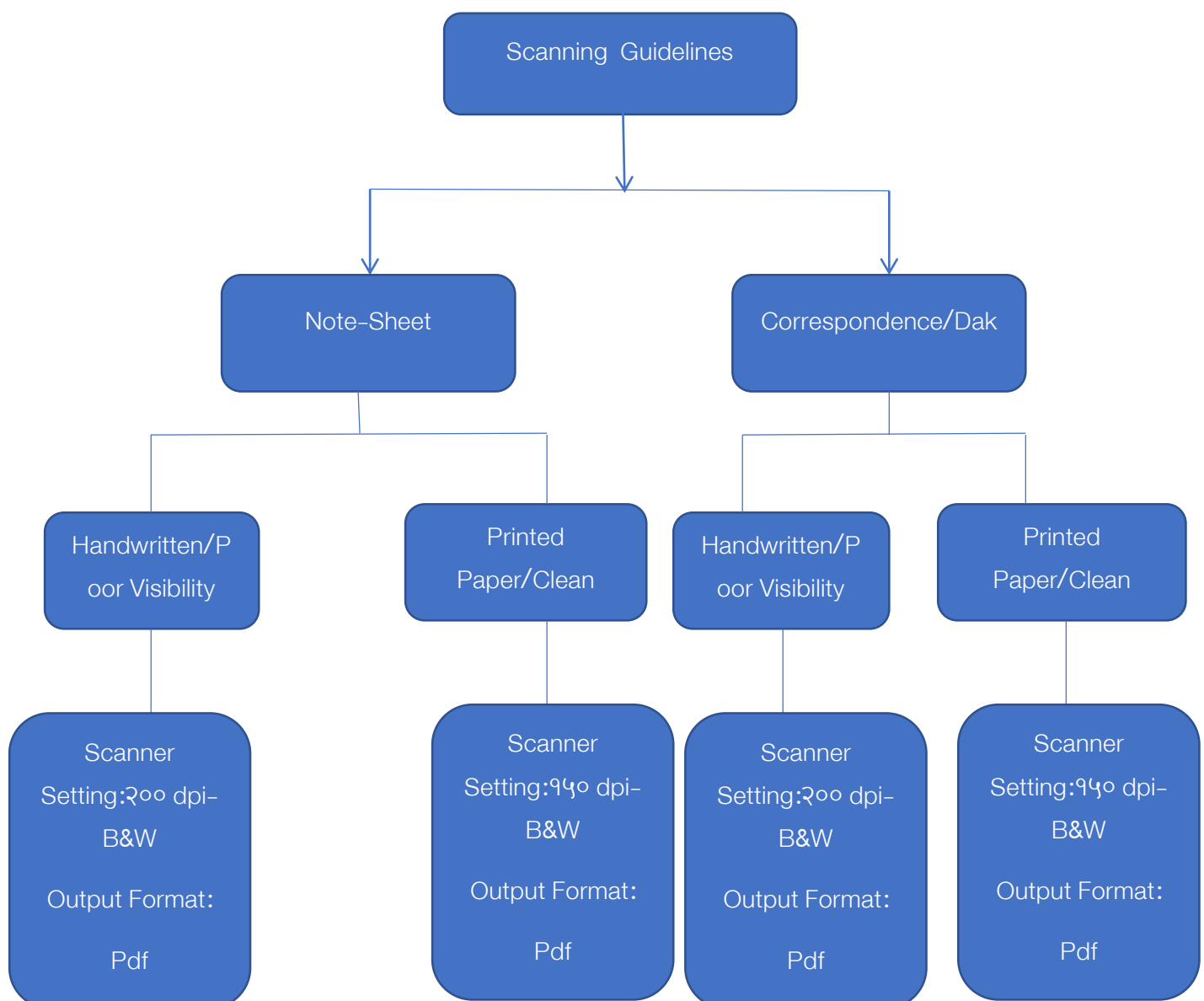
Closed or Recorded/Active physical files will be scanned as and when they are moved into an eFile.

- Unpin / unstaple documents, if any (The staple pins and other pins that are binding the document set will be removed at this Step and each set will be examined for the same at least twice)
- Stick Photographs with glue (in case there are any stapled photographs, remove them and stick them with glue. This needs to be done very neatly)
- Dusting of the document (Removing any unwanted dust which may affect the quality of the image, from the documents)
- Page Numbering-Each page of the document is numbered on the corner. This helps in maintaining the count and also in avoiding any misplaced sheets of any document during the course of file movement etc.
- Clip the document set

5.2 Important Points to Take Care:

- Make sure that the scanned documents are readable.
- Collect the originals from the scanner collate and clip the documents once again.
- All the physical records (per connection) shall be bound in a file.
- If DPI (Dots Per Inch) is more, photo is sharp but the size of the file is more.
- If DPI is less, photo is dull but the size of the file is less

5.3 Scanning Guidelines



5.4 Important Note:

- Resolution should be set to 200 Dpi for Handwritten/Poor Visibility and 150 Dpi for Printed Paper /Clean Paper for both Note sheet and Correspondence/Dak
- Image Should be set to black and white drawing(Not grey scale, Not Color)

5.5 How to select files to be scanned?

This section outlines the guidelines to be followed by the assistant who will be responsible for scanning the files that are in processing and for files that are closed.

a. Current files – Current files are those which are currently in circulation/ in use. They deal with cases that are open and decisions on the issues being considered in them are yet to be finalized. An active file may contain many documents or a few documents depending on its use.

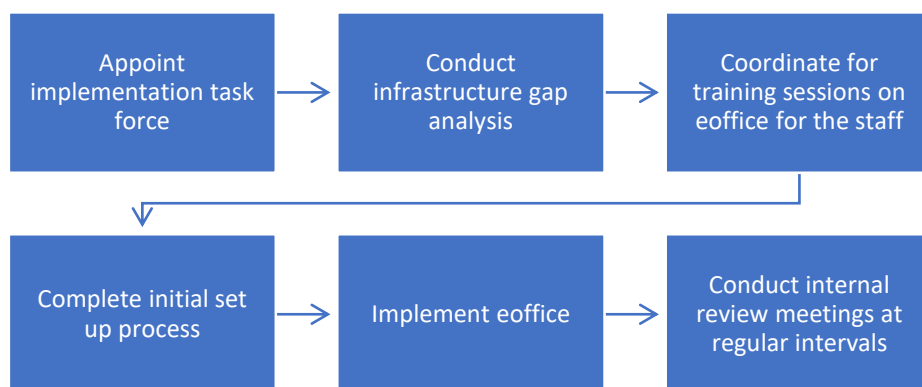
b. Closed/Recorded files – Files are marked as closed/recorded once all actions are complete on the file and the Section Officer gives his approval for closing the file. Closed files have no outstanding fair communications to be issued and no further action due.

Closed files/Recorded files will be scanned as and when they are referenced.

6. Process for eoffice implementation

6.1 Overview

The step by step process to be followed by the departments for implementation of eoffice is as follows:



6.2 Detailed processes

The detailed processes for implementation of eoffice are as follows:

6.2.1 Appoint implementation task force:

- Every department will have to nominate an implementation task force for eoffice consisting of Nodal Officer and IT support team
- The implementation task force will be responsible for end to end implementation of eoffice in their respective department's right from conducting infrastructure gap analysis to conducting review meetings to track the implementation status. Preferred criteria and detailed roles and responsibilities of each member of implementation task force is defined in Annexure 1

6.2.2 Conduct infrastructure gap analysis

- Implementation task force shall conduct review of existing infrastructure in the department such as number of personal computers, connectivity, scanners, printers, etc. and determine procurement requirements, if any basis the review.
- Apart from these, implementation task force shall also review current status of Employee Master Detail (EMD), Digital Signature Certificate (DSC) and NIC e-mail address for all the employees in the department
- Implementation task force shall coordinate with the concerned teams/ departments for addressing the requirements and ensure that all the hardware and software requirements are fulfilled prior to implementation

6.2.3 Coordinate for training sessions on eoffice

- Coordinate with DIT for conducting training sessions on eoffice and its features for all the employees in the department as per defined schedule
- Maintain a tracker to ensure all the employees have attended the training session

6.2.4 Complete initial set-up process

- Send EMD document filled as per the defined template to DIT
- Post verification and data validation, DIT will complete organization set-up and create users as per EMD submitted by the department
- Conduct preliminary testing for employee profile, file heads, Organization Unit (OU) and user log-in. Report any discrepancies observed to DIT (support team)

6.2.5 Implement eoffice

- Post completion of the initial set-up, department can go-live with eoffice. Users can now create new files on eoffice as well as upload existing scanned physical files as per guidelines
- Users can reach out to the departmental support team or DIT support team for any help

6.2.6 Conduct internal review meetings to track implementation

- Nodal officers will conduct review meetings with the department on a regular basis to track the implementation of eoffice
- In-case of any challenges, nodal officers can reach out to the DIT support team

7. Acronyms and Abbreviations

EMD	Employee Master Details
DSC	Digital Signature Certificate
CRU	Central Registry Unit
FH	File Head
OU	Organisation Unit